

## ABSTRACT

A method, system and apparatus for estimating an SLA breach value. The method can include processing resource data to identify an acceptable SLA breach value; and, displaying the acceptable SLA breach value through a user interface. The processing step can include identifying a best practices SLA breach value based upon resource data for an aggregation of customers. Alternatively, the processing step can include identifying an average SLA breach value for a specific customer. As a further alternative, the identifying step can include identifying an average SLA breach value for a specific customer for a specific resource. As yet a further alternative, the processing step can include identifying an SLA breach value trend based upon past measured historical systems management data; and, predicting a future SLA breach value based upon the trend. In all cases, the acceptable SLA breach value can be increased by a fixed proportion.